

SCHEDULE B – POSITION DESCRIPTION

POSITION DETAILS	
Position Title:	Executive Manager
Reporting To:	Chief Executive Officer
Direct Reports:	Leadership Team, Front-line administration team
Service Area:	Corporate
Location:	Midland
Award:	SCHADS
Classification:	Level 8
Date Approved:	July 2023
<i>This position is subject to continued funding</i>	
POSITION OBJECTIVES	
<p>Reporting to the CEO, the Executive Manager will provide strong and effective leadership support and oversight to Midlas' staff and services.</p> <p>The role has a particular focus on strategic, long term planning and governance to enable efficient and effective service delivery; management of human resources; program performance; financial management; contractual compliance and risk management to ensure the sustainability of department goals and outcomes.</p> <p>The position will require:</p> <ul style="list-style-type: none"> • effective management, leadership and development of the workforce to grow and shape a positive work culture • identifying and monitoring risks while also driving quality and continuous improvement • effective operations of services, ensuring service delivery key performance indicators and targets are met • contribution to broader organisational leadership • participation in formulation of strategic directions and plans • setting priorities and the effective and efficient management of budgets and resources • deputising for the CEO in the CEO's absence <p>Influential communication skills and an ability to maintain and develop partnerships and relationships with internal and external stakeholders are vital in this role.</p> <p>The Executive Manager will also work with the CEO around organisational sustainability, service modelling and frameworks and potential collaborative opportunities. They will also work alongside the CEO and Executive Leadership Team in identifying and securing opportunities for growth including researching, writing and submitting tenders and grants that align to Midlas' strategic plan.</p>	

Screening and external authorisation requirements:	<p>An innate element of the position requires access to personal information of vulnerable people including children.</p> <p>It is a requirement that the incumbent has or is willing to get the following current checks/certificates and provide to Midlas:</p> <ul style="list-style-type: none"> • National Police Check • Working With Children Check • NDIS Worker Screening Check • COVID-19 Vaccination Certificate
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ORGANISATION INFORMATION

Vision

Building Resilient Communities

Mission

We partner with individuals and organisations to promote independence, strength and wellbeing in our community through support, advocacy and education

Values

Caring for people
Developing Partnerships
Supporting our Community

Midlas is an Equal Opportunity Employer

STAKEHOLDER RELATIONSHIPS

INTERNAL

- Chief Executive Officer
- Chief Financial Officer
- Principal Solicitor
- Community Services Manager
- Midlas Executive Leadership Team
- Midlas employees and volunteers

EXTERNAL

- Funding bodies, contract managers, government bodies, agencies
- Corporate Sponsors
- Referral Partners, other service providers and groups

POSITION RESPONSIBILITIES	
Key Result Area	Responsibilities (including but not limited to):
Relationship Management	<ul style="list-style-type: none"> • Initiate, develop and maintain effective working relationships with key interest groups, major stakeholders and other partners of the organisation to advance our work and strategic directions. • Develop and maintain positive working relationships by applying effective communication strategies with stakeholders including staff and those in the wider community • Working with key Midlas stakeholders, review, improve and streamline relevant guidelines, processes, procedures and policies to ensure more effective and responsive systems for project delivery • Building successful relationships between all aspects of the organisation and ensuring the leadership team have the operational support they require and ensure the services receive adequate operational support. • Maintain strong working relationships with the Executive Leadership team
Financial Management	<ul style="list-style-type: none"> • Ensure budgets are managed per organisational requirements, working to achieve excellent financial and budget oversight, management and performance. • Drive effective budgeting, corporate and business planning, and program evaluation frameworks to optimise the return on government's financial, human, intellectual and physical investments in the delivery of services. • Define organisational directions and set priorities and business plans, referring to key financial indicators and non-financial committed outcomes. • Anticipate operational and capital needs, and identify the most appropriate financing and funding strategies to meet them. • Provide input on the development of the budget and manage its implementation. • Monitor and oversee service performance against operating plans, financial budgets, identify variance; remedy or advice and recommend appropriate action. • Mentor managers in relation to budget matters and activities which impact on work areas/functional budgets. • Prepare budget proposals for change, initiatives and special projects.
Service Management and Leadership	<ul style="list-style-type: none"> • Ensure adherence to all relevant organisational policies with a particular focus on good governance and management, the meeting of quality and accreditation standards and good quality service delivery and stakeholder engagement. • Monitor and evaluate compliance and the effectiveness of procurement and contract management within the organisation.

- Engage in high-level critical analysis of a wide range of complex information and formulate effective responses to critical policy issues.
- Establish systems to ensure all staff are able to identify direct connections between their efforts and organisational outcomes.
- Ensure that the organisation and its staff meet their professional and ethical obligations, adhering to all legislative and contract requirements.
- Drive a culture of integrity and professionalism within the organisation, and in dealings across government and with external organisations.
- Support the development of key strategies, policies and budgets aimed at improving the organisation's culture and performance.
- In collaboration with the CEO, oversee effective human resource management including employee records, compliance and performance.
- Influence and lead others by modelling high performance and alignment with cultural values, ethics and vision that supports the attainment of the organisation's strategic vision.
- Monitor the provision of service delivery, ensuring compliance with funding targets, budgets and legislation, and advise the CEO of any variance, risk and change management requirements.
- Attend and contribute to Executive Leadership team meetings and decision making.
- Facilitate a highly effective employee performance and development review process that has regard to the organisation's values, increases performance and effectively addresses underperformance and behavior.
- Provide leadership and support to managers and supervisors to support them in having robust and caring conversations to improve performance and decrease risk.
- Further employee performance to ensure operational and strategic objectives and vision by developing and implementing training and skill development programs.
- Develop and implement policies, processes and plans including operational plans and key social and cultural plans including the Reconciliation Action Plan and Disability Access and Inclusion Plan.
- Foster and lead a team culture focused on collaboration, communication, innovation and excellence with all stakeholders to contribute to operational and strategic results.
- Prepare and coordinate reports, information for briefings and business cases.
- Lead, create, enhance and implement change management strategies and plans that maximise employee understanding, adoption and usage.

	<ul style="list-style-type: none"> • Build acceptance amongst employees for change and minimise risks of adverse behaviour/resistance. • Ensure high quality performance and reporting that are timely and accurate and all contracts are fully complied with. • Operational plans developed and integrated across service areas responding to priorities in Midlas' Strategic Plan, current community demand and relevant best practice evidence. • Ensure all services are compliant with relevant standards, legislation, policies and procedure and maintain relevant accreditations. • Provide support and assistance with funding and grant applications as required. • Provide effective support and mentoring to staff, including supporting them in their leadership, management and development of staff • Other duties as required including deputising for the CEO as needed.
<p>Systems and improvements</p>	<ul style="list-style-type: none"> • Drive a strong risk culture including the early identification of risks and their proactive management, the prompt response to audit findings, and acting as the primary escalation point for urgent, complex or highly sensitive operational issues; determining appropriate responses and the need for further escalation. • Represent the organisation in critical and challenging negotiations, including those that are cross-jurisdictional. • Set overall performance standards for service delivery across the organisation and monitor compliance. • Ensure staff provide accurate record keeping, including file keeping, completed forms and reports according to program guidelines and license/registration obligations. • Conduct annual performance appraisals and reviews of position descriptions. • Prepare regular reports, plans and updates for the CEO for presentation to the Board. • Lead continuous improvement of existing services. • Continuously seek out efficiencies in process, procedures and structures in order to support efficient organisational performance; • Embed a culture of continuous improvement to ensure systems are fit for purpose.
<p>Work Health and Safety</p>	<ul style="list-style-type: none"> • Ensure that human resource, industrial relations and workplace health and safety obligations are met and support management and staff to deliver effective human resource management. • Ensure the effective management of risks in accordance with best practise for WHS and statutory obligations.

- Cooperate and collaborate with the Executive Leadership team to impart knowledge around audit, accreditation and compliance.
- Embrace a safety culture and actively participating in workplace safety activities, including client risk reporting, hazard and incident reporting.
- Apply best practice in WHS in accordance with statutory obligations at all times.
- Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's WHS policies and procedures.
- Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace.
- Report all injuries, illness or 'near misses' to their line Manager
- Participate in relevant health and safety training based on roles and responsibilities.
- As required, participate in the development and implementation of specific WHS hazard and risk management strategies.
- Positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors.
- Positions with supervision or management responsibility are required to ensure all people are aware of and have access to WHS policies, procedures, training and reporting systems.

POSITION REQUIREMENTS

Required Education/Licences/Certificates

- Tertiary qualifications in social work, behavioural science, human services or a related field or relevant experience.
- Qualification or significant practical experience in Business Management, Administration, Law or related field (Desirable)
- Professional experience of five or more years in executive and senior management roles
- Possession of a current unrestricted driver's license, comprehensive car insurance for business use and reliable vehicle
- Possession of current satisfactory National Police clearance certificate (no older than 3 months from the issue date) and ongoing renewal every 2 years at employee's expense
- Possession of Working with Children Check
- NDIS Worker Screening Check
- COVID-19 vaccination certificate

Relevant Experience, Skills/Knowledge & Personal Attributes

- Experienced member of a senior leadership or executive team, with management of large-scale budgets and contribution to strategic planning
- Comprehensive knowledge of community services and the current emerging trends and changes within human services
- Demonstrated experience in managing and mitigating high level complex risk with the ability to be innovative, challenge existing practices and achieve best practice outcomes
- Demonstrated knowledge and experience in risk management, continuous improvement, budget preparation and financial control
- Demonstrated ability to inspire and demonstrate strategic leadership capabilities including being integral in influencing positive change management
- Working knowledge of all aspects of employment legislation, work health and safety and equity and diversity best practises
- Sound management capability with ability to plan operationally and strategically to improve and develop organisational capacity and performance
- Demonstrated experience in sourcing, applying and managing tender and grant funding and ability in identifying and securing business growth opportunities
- Demonstrated ability to make sound judgements and negotiate effectively with high level problem-solving skills
- Demonstrated positive and effective stakeholder management with other agencies in a service or community network to engage diverse stakeholders and achieve trust, engagement and desired outcomes
- Excellent verbal, written, presentation and interpersonal skills, including working with other members of an Executive and Leadership Management Team
- Proficient in the use of MS Office and client database management systems

OTHER INFORMATION

Additional information relevant to this position includes:

- Due to the nature of the position and industry, there may be a requirement to work outside normal business hours.
- Regular travel may be a requirement of this position.
- For this role you will be required to be vaccinated in line with the State Governments mandatory vaccination scheme

ACCEPTANCE OF POSITION DESCRIPTION

In signing this position description, you confirm that you have read, understood and accept the responsibilities as contained in this Position Description.

Position	Name	Signature	Date
Incumbent			
Line Manager			